

Associate Systems Software Specialist (Technical)

Essential Task Rating Results

1	Test hardware/software systems (e.g., new releases, new features, new products, patches/fixes) to ensure functionality using test scenarios, test plans, vendor supplied tools, and documentation.
2	Install hardware/software systems (e.g., new releases, new features, new products, patches/fixes) to meet departmental and/or customer requirements, using vendor-supplied tools, and documentation.
3	Assist with the creation of standards, processes, and procedures that departmental technical staff follow using vendor documentation, application requirements, departmental standards, and industry best practices.
4	Assist in the analysis and configuration of system hardware/software components in accordance with security requirements and with industry best practices.
5	Configure and utilize the reporting components of various tools.
6	Automate the installation of software products using appropriate tools such as scripts, macros, programs, etc.
7	Review, improve, and update standards, processes, and procedures that departmental technical staff follow using vendor documentation, application requirements, departmental standards, and industry best practices.
8	Maintain/modify programs, scripts, JCL, macros etc. to create repeatable processes such as automating maintenance tasks, monitoring system functions, and creating performance alerts following the Systems Development Life Cycle (SDLC).
9	Modify existing software configuration to correct errors, adapt it to new hardware, or upgrade interfaces and improve performance.
10	Configure user access controls to maintain system security and ensure compliance with security and/or stakeholder requirements.
11	Monitor user access controls to maintain system security and ensure compliance with security and/or stakeholder requirements
12	Monitor system utilization to determine capacity needs and develop plans to meet future needs using business requirements, documentation, tools supplied by the vendor, and/or trend analysis.
13	Adjust system parameters or configurations to meet performance and availability requirements.
14	Monitor functioning of systems to ensure compliance within expected performance requirements.
15	Monitor and document changes to systems hardware and/or software to maintain current configuration documentation and ensure compliance with change control policies.
16	Research errors in products ("bugs") using knowledge bases, technical documentation to identify and correct issues.
17	Apply fixes in products ("bugs") using knowledge bases, technical documentation to identify and correct issues.

18	Identify and diagnose malfunctions of systems using available diagnostic tools to ensure the software performs to the system specifications.
19	Backup and recover IT systems to ensure system availability, disaster and operational recovery, using documentation, tools, in accordance with best practices.
20	Assist in the development of disaster and operational recovery plans and procedures by providing input to ensure business continuity.
21	Test and validate disaster and operational recovery plans to verify functionality and identify gaps.
22	Research hardware/software system releases, features, products, knowledge base, patches/fixes, etc. to make recommendations that satisfy business requirements, security requirements and architectural standards.
23	Develop training materials to educate customers on software and/or hardware capabilities and use.
24	Write technical documentation to meet operational requirements, business requirements and ensure consistency in accordance with business requirements.
25	Collect system requirements in collaboration with customers to improve information technology processes.
26	Analyze and prioritize problems to solve them effectively in a timely manner to ensure business requirements are met.
27	Identify problems or issues that impact the progress of work projects or assignments (such as time constraints, resource limitations, scheduling conflicts).
28	Analyze and suggest resolutions for conflicting priority requests for technology efforts requested by various departmental programs.
29	Implement specific action plans to resolve problems impacting the progress of work projects or assignments.
30	Communicate with vendors regarding their products to gather information and solve system/product issues.
31	Report the status of system projects, maintenance efforts, change control items, or problem resolutions to stakeholders.